

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

<b>Applicant(s):</b>	Ozugur, et al.	<b>Docket:</b>	139164
<b>Serial No.:</b>	10/721,558	<b>Art Unit:</b>	3628
<b>Filed:</b>	November 25, 2003	<b>Examiner:</b>	Tonya S. Joseph
<b>Title:</b>	Web Based CRM Service Using On-Line Presence Information		

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AMENDMENT

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M/S Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Dear Commissioner:

In response to the Office Action ("Office Action") dated November 19, 2007, please enter the following amendment: